



## Department of Youth Services, West Bengal, EOI-WBSMEP

### Invitation For Expression Of Interest (EOI) For 'Design & Development of West Bengal State Mission of Employment (WBSME) Portal'.

Govt. of West Bengal has set up a mission for co-ordinating the various employment oriented schemes being implemented by various departments. It is now proposed to create a web portal to enable a better coordination of these schemes. This portal will be accessed by the Unemployed Youth, Training Skill imparting Organizations, Participating Departments using their login information. Authorised officials can monitor and view all types of MIS reports. The nodal agency for the mission is Department of Youth Services, Government of West Bengal. The nodal agency invites Expression of Interest from interested IT Service Providers for Design and Development of West Bengal State Mission of Employment Portal (WBSMEP). The Service Provider will also be responsible for enhancing the services / functionality of WBSMEP. The EOI document is also at our website <http://www.wbyouthservices.in/>

Interested Service Providers/partners who meet the pre-qualification criteria may furnish their Expression of Interest with all the necessary documents in a sealed cover along with the covering letter duly signed by an authorized signatory on or before 05<sup>th</sup> January, 2015 by 16:00 hours at the following address:

Name: Uttam Kumar Patra, WBCS(Exe)

Designation: Joint Secretary and Ex-officio Director

Department of Youth Services,

32/1, B.B.D. Bag (South), Standard Building,

2nd floor, Kolkata- 700001.

Phone: 33 - 2248 - 0626

Email: [uttampatras@gmail.com](mailto:uttampatras@gmail.com)



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### Part I: General Terms

#### 1. Goals of This Expression of Interest (EOI)

The objective of this EOI is to solicit proposals from the interested bidders for participation in a bid process for selection of Service Provider for Design, Development of a portal for **West Bengal State Mission for Employment (WBSME)**. The EOI intends to bring out the details with respect to scope of services that are deemed necessary to share with the interested bidders.

#### 2. EOI Issuing Authority

This Expression of Interest (EOI) is issued by the Department of Youth Services, intended to short-list potential bidders. Department's decision with regard to the short-listing of bidders through this EOI shall be final and the Department reserves the right to reject any or all the bids without assigning any reason.

Sl. No.	Item	Description
1	Title	Selection of Service Provider for WBSMEP Project
2	Project Initiator Department	Department of Youth Services, Govt. of W.B.
3	Contact Person Details	Name: Shri Uttam Kumar Patra, WBCS (Exe.) Designation: Joint Secretary and Ex-officio Director, Department of Youth Services 32/1, B. B. D. Bag (South) Standard Buildings (1st Floor) Kolkata – 700001 Phone : 033-22482495 Mob : 9748561982 E-mail : uttampatras@gmail.com
4	Alternate Contact Person Details	Name: Shri Mukesh Kumar Singh, WBCS (Exe.) Designation: Joint Director and Ex-officio Joint Secretary Directorate of Youth Services  Directorate of Youth Services 32/1, B. B. D. Bag (South) Standard Buildings (2nd Floor) Kolkata – 700001 Phone : 033-22109206 Mob: 9433035152 E-mail : mukesh_sg@rediffmail.com
5	Website	<a href="http://www.wbyouthservices.in/">http://www.wbyouthservices.in/</a>



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### 3. Tentative Calendar of Events

The following table enlists important milestones and timelines for completion of bidding activities

Sl. No	Milestone	Date and time (dd-mm-yyyy; hh:mm)
1.	Release of Expression of Interest (EOI)	08-12-2014
2.	Pre Bid Conference	22-12-2014;15:00 hrs
3.	Last date for Submission of EOI Response	05-01-2015;16:00 hrs
4.	Opening of EOI Responses	05-01-2015;16:30 hrs
5.	Declaration of Short listed Firms	05-01-2015;17:30 hrs
6.	Submission of Financial Bids of short listed firm	02-02-2015; 11:00 hrs

### 4. Availability of the EOI Documents

EOI can also be downloaded from the department's website (<http://www.wbyouthservices.in/>). The bidders are expected to examine all instructions, forms, terms, project requirements and other details in the EOI documents. Failure to furnish complete information as mentioned in the EOI documents or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

### 5. Bidders' Conference/Pre-Bid Meeting

The department will host a bidder's Conference in Kolkata at the address given under Contact Details above. The Conference is tentatively scheduled as per the schedule given above. The representatives of the interested organizations (restricted to two persons) may attend the bidders' conference at their own cost. The purpose of the conference is to provide bidders with any clarifications regarding the EOI. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the EOI and the project.



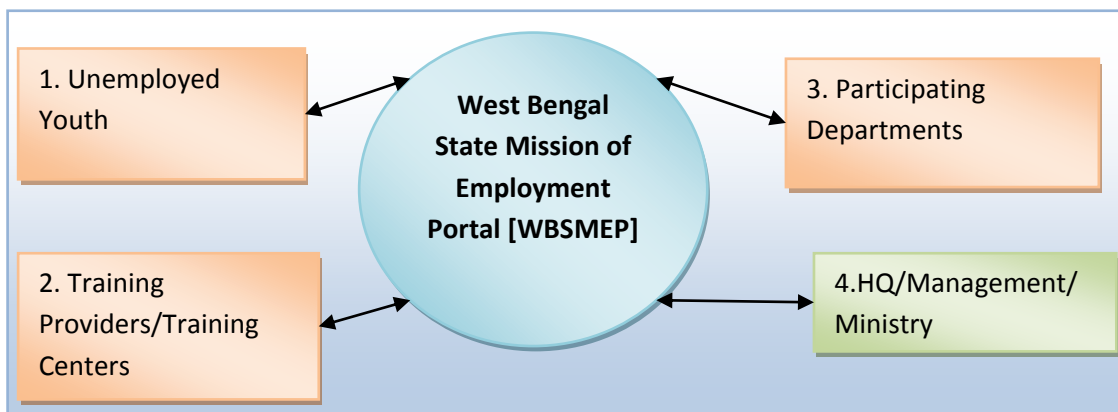
## Part II: Scope of Services

### 1. Background

The main objective of the Department of Youth Services, Govt. of West Bengal, is to co-ordinate various employment generation schemes in the State govt. In order to get ready with the resources various schemes are being running by various departments. To train, track and manage the trained human resources, the department wants to have a common platform where the unemployed youth including the unemployed youth training centres will come under the same roof for getting end-to-end service.

### 2. Indicative Scope of Work

The overall System with different stake holders is depicted as given below





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### a. Indicative Functional Broad Scope of work

- Modern Responsive User Interface Design
- Bi-Lingual Support (English, Bengali)
- CMS for Static Page Content Management
- Online Registration System for
  - Unemployed Youth
  - Training Centers/Training Providers
  - Participating Departments
  - SMS/Email Status Checking
- Authentication System for
  - Unemployed Youth
  - Training Centers/ Training Providers
  - Participating Departments
  - HQ/Management/Ministry
- Unemployed Youth Level Major Activities
  - CV data entry through common form
  - Word/PDF CV Upload facility
  - Skill Set Update Facility
  - Skill based smart Dashboard displaying relevant available Trainings to apply.
  - Scheme Search
  - Online apply for the scheme
- Training Centers Level Major Activities
  - Training Courses Details through Common form
  - Training Schedule/Calendar Data Upload
  - Training Candidate List Upload
  - Monthly Training Data Upload
  - Monthly Employment data Upload
- Participating Department Level Major Activities
  - Scheme eligibility uploading
  - Scheme Requirement Data Upload through common application form
  - Online Application review & sanction
  - District wise Target Upload
- Ministry/HQ Level Major Activities
  - Dash Board with quick feeds(All schemes, all training provides, how many person employed, how many person enrolled, how many trained and how many employed)
  - MIS Reports
- Back End Management Activities
  - CMS Data Management
    - n-th Level Menu-Submenu Creation
    - n-no. of page creation and management of content



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- FAQs
  - Circulars
  - Photo Gallery
  - Banners
  - Advertisements
- 
- Master Data Management
  - Users and Roles Management
  - Reports
  - Backup/Recovery
  - Export Data for the employment bank
    - Pdf/Excel/CSV/Txt format/XML
    - SQL format
  - Audit Trail

### **b. More Detailed Steps of Indicative Activities of Main Stakeholders**

#### *i. Unemployed Youth*

- Register with details like name, user id, ph no, email, mobile etc.
- After Login candidate will fill up his/her 'Profile Data', educational qualification. The photo, signature and educational qualification soft copy of the CV needs to be uploaded.
- After completion of profile one acknowledgment with unique registration number will be generated and will be sent to the Mob No and acknowledgment copy will send to the mail address if exist.
- One hard copy of the document along with necessary supporting documents needs to be sent to the nodal office (YOUTH).
- The nodal office will verify the candidate, after complete the verification the candidate will get the verification message and mail.
- The candidate can view the status of the registration that has been verified or not.
- After completion of the verification the person can view the different department skill development and self employment schemes basis of their qualification.
- The candidate should update the status if they are placed or employed.
- The candidate can change own login password.

#### *ii. Training Providers/ Training Centres*

- Register with details like centre details and contact's name, user id, ph no, email, mobile etc.
- Some of the mandatory documents should be uploaded in soft copy. Hard copy of the same should be sent to the department for the verification.
- The nodal office will verify the training providers and training Centres, after completing the verification process the centre will get the verification message and mail.



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- After login they can upload their training programme.
- If any candidate was placed in company from the particular training centre then the training centres will update the status.

### *iii. Participating Departments*

- Registration with departmental details
- After Login, the department will verify the training providers and training centres.
- Upload eligibility criterion for all schemes
- Upload District wise target.
- Upload District wise achievement.
- Post Training requirement
- View MIS report
- Online application review & sanction

### *iv. Citizen/Public User:-*

- Citizen/Public user will view the different training programme with their details.
- Upcoming training programme.
- How to register and access the portal.
- Where need to be contact.
- Contact us, FAQs, feedback etc.
- Toll free help line maintenance

### **3. Standard/Technology/Framework**

- Open Standard MVC Framework for development
- GIGW Compliance
- CERT-in Security Standard

### **4. Provision for upgrade**

- Integration with departmental site data for automatic synchronization of data
- RESTFUL Web Service with JSON format output for various services
- XML output for various services

### **5. Training , Manual, Handholding**

- User's Manual, Administrator's Manual
- One time Field Level Training
- 12 Months handholding and maintenance.





## Part III: Bidding Terms and Pre-Qualification Criteria

### 1. Acknowledgement Of Understanding Of Terms

By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this EOI, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

### 2. Evaluation of Pre Qualification Proposal

The bidders' Pre-Qualification Proposal in the bid document will be evaluated as per the requirements specified in the EOI and adopting the pre-qualification criteria spelt out in this EOI. The Bidders are required to submit all required documentation in support of the pre-qualification criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for evaluation.

### 3. Final Award of job

Short listed bidders will be called for technical presentation. Technical presentation weightage would be 50% and Financial bid weightage will be 50%. The highest scorer combining both technical and finance will be awarded the job,

### 4. Language of Proposals

The proposal and all correspondence and documents shall be written in English.

### 5. Pre-Qualification Criteria

- i. The bidder should have been in operation for at least five years as on 1st January, 2014 (Incorporation/ Registration Certificate required).
- ii. The bidder must have a minimum turnover of at least Rs. 5 crore and positive net worth in each of the preceding three audited financial years (Audited Accounts/Certificate from Auditors required).
- iii. The bidder must have a dedicated manpower size of at least 100 technical resources on regular payroll for undertaking ICT project. (Declaration from HR required).
- iv. The bidder must have successfully undertaken at least three (3) Web Based Application development and implementation projects over the last five (5) years for Government / PSU / State.
- v. The bidder must have at least 3 online application development work orders with minimum value of 20 Lac each.
- vi. The bidder must have following certifications:
- vii. ISO 9001: 2008 certifications at least two year old as on 1st January, 2014.
- viii. STQC Capability Approval Certificate for development of Government websites / web portals as per Guidelines for Indian Government Websites (GIGW)



## 6. Response Requirements

- i) The Response to the Pre-Qualification Requirements shall be prepared in accordance with the requirements specified in this EOI and in the format prescribed in this document for each of the above mentioned qualifying criteria as proof of having the minimum requirements.
- ii) Proposals must be direct, concise, and complete. All information not directly relevant to this EOI should be omitted.
- iii) The Pre-Qualification Proposal shall be sealed and super scribed “Response to Pre-Qualification Requirements – EOI-WBSMEP” on the top right hand corner and addressed to the department at the address specified in this document.
- iv) The proposal should contain the copies of references and other documents as specified in the EOI.
- v) The department will not accept delivery of proposal in any manner other than that specified in this EOI. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.

## 7. Pre-Qualification Requirements Proposal

The Pre-Qualification Proposal should be submitted in the sealed envelope with the following details. Bidders are requested to submit their responses for the Pre-Qualification Requirements in four (4) parts, clearly labelled according to the following categories:

### 1. Part I – Covering Letter

- a. Covering Letter from the Bidder as per the format provided in Annexure – Form I

### 2. Part II – Details of the Organization

- a. This part must include a general background of the respondent organization (limited to 400 words) along with other details of the organization as per the format provided in the EOI (Annexure – Form II). Enclose the mandatory supporting documents listed in format.
- b. The bidder must also provide the financial details of the organization as per format provided in the EOI (Annexure – Form III). Enclose the mandatory supporting documents listed in format.

### 3. Part III – Relevant Project Experience

- a. Respondents must provide details (client organization, nature / scope of the project, project value) of IT project experience as per the format provided in the EOI (Annexure – Form IV). The



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projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements. Enclose the mandatory supporting documents listed in format.

### 4. Part IV – Proof of Certification

a. Assessment and Certification of the required certification (ISO/CMMI Level 3). (Annexure – Form IV)

## Part IV: Annexure – Response Formats

### Form I: Covering Letter

(Company letterhead)

[Date]

To,

Department of Youth Services,  
32/1, B.B.D. Bag (South), Standard Building,  
2nd floor, Kolkata– 700001.  
Phone: 33 – 2248 – 0626  
Email: \_\_\_\_\_

Dear Sir,

**Ref: Expression of Interest Notice for Selection of Service Provider for design and development of West Bengal State Mission of Employment Portal (WBSMEP)**

Having examined the Expression of Interest (EOI), the receipt of which is hereby duly acknowledged, we, the undersigned, intend to submit a Pre-qualification requirements proposal in response to the Expression of Interest (EOI) for Selection of Service Provider for Web Application Design, Development of WBSME Portal (WBSMEP). We attach hereto the response as required by the EOI, which constitutes our proposal. Primary and Secondary contacts for our company are:

Primary Contact Details	Secondary Contact Details
Name	Name
Designation	Designation
Company Name	Company Name
Phone No/ Mobile No.	Phone No/Mobile No.
Email	Email



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We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to the department is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process. It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of **2014**

(Signature)

(In the capacity of)

(Name)

(Seal)

### Form II: General Details Of The Organization

Name of the Organization	
Organization type	Proprietorship / Company as per Company Act/ Consortium/Partnership Firm
Address for Communication	
Supporting attached Documents	ISO: Y/N
	CMMi: Y/N
	Trade License or Equivalent: Y/N
	Service Tax Registration Certificate: Y/N
	Professional Tax Registration Certificate: Y/N
	STQC GIGW Capability Approval Certificate: Y/N
	Audited Balance Sheet: Y/N
	Work Experience documents: Y/N

### Form III: Financial Details Of The Organization

Turnover in last 3 financial year.

<b>FY 2011-12</b>	<b>FY 2012-13</b>	<b>FY 2013-14</b>

Note: Audited Balance Sheet, CA Certificate must be provided for the supporting document



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**Form IV: Relevant Project Experience Details**

SI No	Project Description	Client Details	Project Cost	Current Status

Note: Work Order, Completion Certificate/Payment certificate for the said payment must be furnished in support of the above claim.